**MEMBER SERVICES COORDINATOR – LOSS CONTROL/RISK MANAGEMENT**

**Position Summary:**

Work remotely from the Denver area alongside a team of five based in Colorado and 12 based in Oregon for our “Alternative Risk Financing Pool,” which is comprised entirely of public entities across the state of Colorado for whom we provide property/casualty coverage, workers’ compensation coverage, and enterprise risk management services. Specifically, you will provide a wide range of promotion and support to our members such as assisting with coverage and services, detailing the benefits of our programs, and managing industry engagement. The ideal candidate will have a strong commercial insurance, consulting, and risk management background with an ability to assist prospects in the application process.

**Position Description:**

This position requires strong verbal and written communication skills, a professional demeanor, an exceptional proficiency in organization and time management, and adherence to professional standards. Must have excellent business writing skills and the natural ability to multi-task. The ideal candidate is adaptable, ready to listen, collaborative, a team player, and able to absorb feedback into their work. Designations such as CIC, CPCU, ARM, and CRM are desirable. You must be exceedingly detail oriented, possess a passion for client service, and be committed to learning as much as you can about our business and our clients.

**Qualifications:**

* Bachelor’s Degree
* Advanced proficiency in Microsoft Office 365 programs
* High level of organization and time management skills
* Exceptional writing and editing ability
* Extremely strong attention to detail
* Industry specific designations such as CPCU, CIC, CRM, ARM are a plus
* Understanding and practice of professional standards
* Some sales experience

**Duties include but are not limited to:**

**Broker and Vendor Relations**

* Participate in regional seminars, workshops, and conferences
* Timely communication with association, membership, and other Pool administrators
* Provide management reports and analysis to association, members, and other Pool administrators
* Participate in Annual Educational Strategic Planning Seminar
* Work with brokers to explain Pool philosophy, coverage, programs and services

**Member Services**

* Review and explain coverage concepts to district Board members, managers, and staff
* Assist members with online renewal values and exposures
* Communicate our long-term risk partnership solutions
* Work with team to deliver timely stewardship report to 20% of our members annually
* Visit members to understand their operations, review their exposures, and recommend how our risk management services can help lower their “Total Cost of Risk”
* Work with and identify members who are receiving quotes from competitors to better understand the value of differentiators such as coverage and value-added loss control services
* Meet with prospective members to show the coverage and loss control benefits of an Alternate Risk Financing Pool and educate them on reasons to join

**Loss Control**

* Discuss loss prevention needs with members and coordinate services with safety consultant teammates
* Facilitate Enterprise Risk Management (ERM) implementation
* Facilitate Powernoodle (ERM software) discussions with members

**Claims**

* Work with team, legal and TPA to evaluate coverage and answer questions on individual claims
* Review and analyze monthly, quarterly, and yearend claims for application of frequency issues solutions
* Be a claims advocate for brokers and members as appropriate
* Help team to create loss reports in vendor software systems as needed
* Assist and guide members throughout a cyber claim using a roadmap to recovery

**Pool Marketing and Member Communications**

* Develop membership communication strategies to build member loyalty
* Assist in compilation of newsletter articles to help facilitate the Pool’s mission
* Identify members that champion our program and assist in promoting their story to membership
* Review Pool competitors and communicate to members and team for continual improvements in coverage, services, and pricing methodology
* Identify criteria for improving membership cross-selling and purchase of increased limits as appropriate
* Attend members’ association conferences to demonstrate support for each entity type the Pool represents
* Prepare and present detailed coverage comparisons for prospect proposals
* Contribute appropriate content information to company websites
* Periodic review of marketing materials for proper content, ease of navigation, look, and feel

**About McGriff:**

Nationally, McGriff Insurance Services, Inc. is a leader in the insurance consulting industry. We are looking for an enthusiastic, detail-oriented, knowledgeable, self-starter for a senior team level position for this Member Services position for our Alternative Risk Services Group serviced from our Portland, Oregon office. You will be helping us build loyalty with our members, maintain organization, and assist with coordinating communication programs and services for our clients. McGriff is a growing company, which has expanded rapidly in Portland over the past 16 years. We have a competitive benefit package and salary scale with aggressive bonus plan and are an Equal Opportunity Employer.

**How to Apply:**

• Submit resume and cover letter to Joe DePaepe – [jdepaepe@mcgriff.com](mailto:jdepaepe@mcgriff.com)